

**LIMITED EXAMINATION AND APPOINTMENT
PROGRAM (LEAP) CANDIDATE
EMPLOYMENT PROGRAM REPRESENTATIVE
DISABILITY INSURANCE PROGRAM REPRESENTATIVE
OPEN EXAMINATION**

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**DEPARTMENTAL
OPEN FOR**

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

**LEAP PROGRAM
INFORMATION**

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides participants with disabilities an opportunity to demonstrate their readiness for appointment to an identified class. Upon successful completion of the program, participants are appointed to the identified class and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department.

SALARY RANGE

\$2632 - \$3977 per month (\$15.18 - \$22.94 per hour)

Positions in these classes are filled on a Permanent Full-time and Permanent Intermittent (PI) basis. PI employees are hourly rate employees and may work less than full-time. Schedules vary based on workload demands or the needs of the hiring office.

FINAL FILING DATE

Monday, October 31, 2005

WHO MAY APPLY

Persons who meet the requirements as stated on this bulletin and who have **NOT** taken **ANY** open LEAP Employment Program Representative (EPR) nor Disability Insurance Program Representative (DIPR) test within the last 18 months may apply for these examinations. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

To apply for these examinations, submit a completed Examination Application (STD 678) and LEAP Certification Form **POSTMARKED** no later than the final filing date. Applications received postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e. hand carried to the Human Resource Services Division) must be **received by 5:00 P.M. on the final filing date**. The use of EDD metered mail, including interoffice mail (e.g. red or gold bag), and faxed applications are prohibited. Submit your application by directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: LEAP EPR/DIPR Exam
P.O. Box 826880
Sacramento, CA 94280-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

SEE PAGE 2 FOR ADDITIONAL INFORMATION

EMPLOYMENT PROGRAM REPRESENTATIVE

WB35-9194 / 5HRG101

FINAL FILING DATE: October 31, 2005

DISABILITY INSURANCE PROGRAM REPRESENTATIVE

WE65-9233 / 5HRG102

**REASONABLE
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**APPLICATION
COMPLETION**

Examination Applications (STD 678) are available at local EDD offices, the State Personnel Board, and can be accessed on the Internet at www.spb.ca.gov.

When completing the Examination Application (STD 678), please consider the following:

- Applicants should file one Examination Application (STD 678) for both examinations.
- The examination for both classifications is the same, therefore applicants that submit an application indicating only one examination, will be admitted into both examinations.
- Applicants that are accepted into the examination will be mailed a Readiness Training and Experience Evaluation Report and a work location preference form (STD 631) to complete.
- Some positions in the EPR and DIPR class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
- The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information will be rejected because of incomplete information.

Applicants must attach a copy of their LEAP Certification Form to every Examination Application (STD 678) submitted for LEAP examinations.

**RECOMPETITION
RESTRICTIONS**

The testing periods for LEAP EPR and DIPR examinations are 18 months. The beginning of the testing periods are based upon the final filing dates for the examinations administered for these classifications, regardless of where the tests are taken. A person may not be examined more than once in a testing period. Therefore, if you have taken the LEAP EPR and DIPR tests within the last 18 months, you are not eligible to apply or compete in this LEAP EPR and DIPR examination.

**REQUIREMENTS
FOR ADMITTANCE
TO THE EXAMINATION**

LEAP Certification:

To be eligible to participate in the Limited Examination and Appointment Program, you must be an individual with a disability. An "Individual with a disability" is someone who either (1) has a physical or mental impairment that substantially limits one or more major life activities such individual: (2) has a record of such impairment; or (3) is regarded as having such an impairment. The LEAP Certification Form must be signed by a Department of Rehabilitation Counselor. It is not necessary to become a Rehabilitation Client because the Department will only certify the presence of a disability. Contact the Rehabilitation Office nearest you to schedule an appointment for LEAP Certification.

It is the applicant's responsibility to provide medical evidence of disability. Applicants must attach a copy of their LEAP Certification Form to every application submitted for LEAP examinations. Applicants must also provide their Social Security Account Number on the Examination Application (STD 678) in order to confirm eligibility for LEAP.

**MINIMUM
QUALIFICATIONS**

Note: All applicants must meet the education and/or experience requirements for this examination by the **final filing date**. Combining the following patterns on a proportional basis is not applicable in the LEAP EPR and DIPR exam. In addition, there are no substitutions for the education or the experience requirements.

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

OR III

Completion of 60 semester units or 90-quarter units of college course work.

And

Two years of public contact experience providing services or information.

OR IV

Equivalent to graduation from college with a Bachelor's degree. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

**PROOF OF
EDUCATION**

Applicants filing under Patterns III or IV must provide proof that they meet the educational requirement by submitting a copy of their diploma, official transcript, statement and/or evaluation from an accredited U.S. college or university with their exam application. This proof must show that the units are equivalent to a degree and/or would admit the applicant to graduate status on the basis of the degree he or she holds. If an applicant is not able to provide proof of education from a recognized institution at the time hire, their name may be removed from the eligible list(s).

Foreign Degrees

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that your foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: www.ctc.ca.gov.

Note: All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

**ELIGIBLE LIST
INFORMATION**

An open eligible list will be established for the EDD. Eligibility expires 24 months after it is established unless the needs of the service or conditions of the list warrant a change in this period. Candidates may only be tested once during any testing period. The testing period for these classifications is every 18 months.

**VETERANS
PREFERENCE
CREDITS**

Veterans preference credits will be added to the final score of all competitors who are successful in the exam and who qualify for, and have requested these credits. (See page 6, General Information, for further details.)

CAREER CREDITS

This is an open examination. Applications will not be accepted on a promotional basis. Career Credits do not apply.

POSITIONS EXIST Positions exist statewide in the EDD's Job Service Branch, Unemployment Insurance Branch and Disability Insurance Branch offices.

**POSITION
DESCRIPTIONS**

JOB SERVICE (JS)

The Employment Program Representative (EPR) in JS promotes self-service employment services for employers, job seekers, and partner organizations, as well as assistance in providing these employment related services. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR manages a caseload and/or assists job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing services in person or by telephone. The EPR may provide services in community organizations or other government sites.

UNEMPLOYMENT INSURANCE (UI)

The EPR in UI assists customers in filing UI benefit claims. The EPR independently reviews, investigates, determines, and authorizes whether an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, automated environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI)

The Disability Insurance Program Representative (DIPR) performs their work in either a Claims Management Office, managing a caseload or in a Customer Service Center. The DIPR independently reviews, investigates, determines, authorizes, and informs the customer whether they are eligible to receive DI benefits and the duration of their claim, in accordance with DI laws, rules, regulations, policies, and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment, which also requires the use of automated data systems.

**DISABLED VETERANS
OUTREACH PROGRAM
(DVOP)**

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP. Due to federal hiring criteria, EDD is required to hire DVOP Specialists in the following order: 1) Category I – disabled veteran, 2) Category II - veteran.

Applicants who meet the criteria for DVOP positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e., United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a form DD-214).

DO NOT SUBMIT ANY VETERAN PAPERWORK WITH THE EXAM APPLICATION.

**EXAMINATION
INFORMATION**

INTERVIEWS WILL NOT BE HELD. The entire examination will consist of a Readiness Training and Experience Evaluation only (Weighted 100%). To obtain a position on the eligible lists, applicants must achieve a minimum rating of 70%.

Candidates who do not complete the Readiness Training and Experience Evaluation on the date and time stated on the Readiness Training and Experience Evaluation will be disqualified from the exam.

READINESS TRAINING AND EXPERIENCE EVALUATION WEIGHTED 100%

**READINESS
EVALUATION
INTERVIEW**

INTERVIEWS ARE NOT SCHEDULED, however if conditions warrant a change in the examination process, a Readiness Evaluation Interview may be held. Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the interview.

**READINESS
TRAINING AND
EXPERIENCE
EVALUATION
EXAMINATION
SCOPE**

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to members of all ethnic and racial groups and be sensitive to community issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 6 of this bulletin for additional examination information. All inquiries about this examination should be directed to (916) 654-6869. In addition, examination information can also be obtained on the internet at www.edd.ca.gov.

EDD also maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch-tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-6869, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

PERSONS WITH DISABILITIES: If you have a disability and wish to participate in one of our testing services, programs, or activities, and require a specific accommodation, please check the appropriate response on page 1 of the "Examination Application." You will be contacted to make specific arrangements. If necessary, candidates may use the California Relay Service access numbers (from TTY: **1-800-735-2929** or from voice telephone: 1-800-735-2922).

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the EDD, at the State Personnel Board, and on the Internet at <http://www.spb.ca.gov>.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places in California as the number of candidate's warrant. Ordinarily, written tests are scheduled Los Angeles, Sacramento, San Diego, and the San Francisco Bay Area. However, locations of test locations may be limited or extended as conditions warrant.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

IF A CANDIDATE'S NOTICE of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

VETERANS PREFERENCE: California law allows granting of veterans preference credits to entrance level examinations in both Open and Open, Nonpromotional exams. Credit is granted as follows: In Open exams; 15 points for disabled veterans; and 10 points for other veterans, widows or widowers of veterans, and spouses of 100% disabled veterans. In Open, Nonpromotional exams; 10 points for disabled veterans, five (5) points for other veterans. If you receive veterans preference credit in an Open, Nonpromotional examination, you cannot also receive career credits. Directions to apply for veteran's preference credit are on the Veterans Preference Application (Form 1093) which is available from Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94285-0001, and on the Internet at <http://www.spb.ca.gov>.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.